



USAJOBS Applicant Frequently Asked Questions (FAQs)

We have collected and placed for your information the most commonly asked questions related to USAJOBS and the application process within Department of the Navy.

To quickly assess the question you are interested in viewing, simultaneously select the control key and left mouse click on the appropriate FAQ section.

USAJOBS Account and Password Questions	1
Application Manager Questions	1
How to Apply Questions	3
Resume Builder Questions	4
Uploading Documents Questions	5
Applicant Status Questions	8
Getting Help	9



USAJOBS Account and Password Questions

Q: I don't remember my USAJOBS Password, what do I do?

A: To reset your password go to <https://my.usajobs.gov/Account/ForgotPassword>. The system will prompt you to answer the three security questions that you established when you created your account. Enter the email address associated with your account. You will then be able to create a new password. Note that the information you enter must match the information on file in your USAJOBS account in order for the automated system to work.

Q: Help! I'm locked out of my USAJOBS account.

A: To protect your personal information, your account will be locked after three failed login attempts. To have your account reactivated, contact USAJOBS directly at <http://www.usajobs.gov/Home/ContactUs>. Make sure to provide as much information as possible including any old email addresses, first name, last name, street address, city, state, country, zip code, and phone number. Once your information is verified, your Username and Password will be emailed to your current email address. You should receive a response back within one business day.

Q: I've forgotten my USAJOBS Username, what do I do?

A: If you have forgotten your username, you can use the email address associated with your account to log in. Simply enter your email address in the username field and click "Submit".

If you have changed your email addresses or forgotten which email address you used for creating your account, contact USAJOBS at <http://www.usajobs.gov/Home/ContactUs>. Make sure to provide as much information as possible including any old email addresses, first name, last name, street address, city, state, country, zip code, and phone number. Once your information is verified, your Username and Password will be emailed to your current email address.

Application Manager Questions

Q: I'm not able to access my Application Manager account, what do I do?

A: To regain access follow the steps below:

1. Go to Application Manager at <https://applicationmanager.gov>
2. Click on the Forgot User Name or Password link.
3. Identify your account, enter the email address associated with your account and click on the "Submit email address" button.
4. Verify your identity. Enter a password (even if it's wrong) and click on the "Submit Password" button.



5. On the next screen, click on the "I don't know my password" button.
6. Enter the answer to your secret question and click on the "Submit Answer" button.
7. On the next screen, you will create and enter your new password twice. Make sure you follow the requirements for creating a password.
8. Once you successfully change your password, click on the "Proceed to my profile" button.

Q: I'm still not able to access my Application Manager account, now what do I do?

A: If you have followed the steps above and are still unable to log into your Application Manager account, please email the Application Manager Helpdesk directly at applicationmanagerhelpdesk@opm.gov. The following information will be helpful in locating and verifying your account:

1. Full name, including middle initial and other names (maiden name) you may have used in the past.
2. The last 4 digits of your SSN.
3. Your current email address and any other email addresses you may have used in the Application Manager system.
4. Application Manager user name(s).

NOTE: Due to the large volume of requests received, the technical team may not be able to resolve this problem by the time the announcement closes. Review the "How to Apply" section in the job announcement for instructions on how to apply by fax.

Q: I'm not able to create an Application Manager account.

A: Are you experiencing a duplicate SSN message? This indicates you have an existing Application Manager account already linked to your SSN. To resolve this email the Application Manager Help Desk at applicationmanagerhelpdesk@opm.gov. Include the following information:

1. Full name, including middle initial and other names (maiden name) you may have used in the past.
2. The last 4 digits of your SSN.
3. Your current email address and any other email addresses you may have used in the Application Manager system.
4. Application Manager user name(s).

Please note that due to the large volume of requests received, the technical team may not be able to resolve this problem by the time the announcement closes. Review the "How to Apply" section in the job announcement for instructions on how to apply by fax.



How to Apply Questions

Q: Can I fax my application?

A: Although not the preferred method, you may apply via fax. All faxed applications must be submitted with an OPM Form 1203FX. This form will act as both your Occupational Questionnaire answer sheet and fax cover sheet. Unless the faxing instructions are followed correctly, there is no guarantee that the documents will be attached to the applicant's record in a timely manner. To apply by fax:

1. Download and print the 1203FX:
http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf. A link to the 1203FX will also be available in the "How to Apply" section of the announcement.
2. Click "View Occupational Questionnaire" in the vacancy announcement to view the questions and answer key. Read the instructions carefully. In some cases the numbers will not match.
3. Fill out the 1203FX neatly and accurately. Then fax, along with your resume and all required supporting documents to 1(478)757-3144.

Are you faxing because you are having trouble applying online? If so, contact the Employment Information Center directly at 1-800-378-4559 or by email during normal business hours at doneic@navy.mil to obtain assistance.

Q: Can I resubmit my application or answers to the occupational questionnaire?

A: You can always reapply to an announcement provided it is still open; including the submission of an updated resume, updated answers to the assessment questionnaire or additional supporting documents. To resubmit, simply go to "Application Status" on USAJOBS and follow click on the blue highlighted job title of the announcement and select the "Update Application" button. Follow the instructions and prompts from there. You can change your assessment questionnaire answers or submit updated documents.

Q: Why does it say "Incomplete Application" under Application Status on USAJOBS?

A: This means you have not completed one of the required steps; resume submission or occupational questionnaire. Click on "more information". This will take you into your "Application Manager" account. Select the vacancy you want to view and then the "Details Tab" and view the "Assessment Section". Ensure that it reads complete. Then proceed to view the "Documents Section" ensure that it reads processed for your resume and any other submitted documents. If you need to complete or submit anyone of these two documents, select the "Complete Application Package" button at the top of the page.



Q: How do I review my answers to the questionnaire?

A: Go to "Application Status" in your USAJOBS account and click in the "more information" link for the appropriate vacancy. This will bring you to your Application Manager account. Select the vacancy you want to check. Then select the "View/Print My Answers" button to view the answers you selected.

Resume Builder Questions

Q: Why does the Resume Builder keep kicking me out?

A: As with any on-line program, you may get disconnected or timed out from our resume builder without advance notification. This is a security feature that helps protect the personal information of those who regularly share computers with others. This may also be due to your Internet Service Provider, the configuration settings of your personal computer, or a variety of other reasons. To avoid losing precious resume data you just worked on, we highly recommend that you save your work often. You could also compose your information in Microsoft Word or another word processing program and then copy/paste into the resume builder.

Q: Help! My resume information won't save.

A: This may be happening because your work experience content is too long. You are allowed a 5,000 character limit per each work experience (including spaces). A counter is provided for you on the website as well as a spell-checker. Double check each work experience field of your resume to make sure you are within the character limit.

Q: What should my resume contain?

A: Your resume must include the following: Your First and Last Name, Current address, Current email address, Current phone number, Where you worked, job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and end dates (Mo/Yr), hours per week & salary. If you are a current Federal employee or previous Federal employees provide your pay plan, series and grade level i.e. GS-0201-09. Note: Only the last resume received will be reviewed.

Q: Where can I get more information on creating a great resume?

A: Your resume is the core of your application and how much information you can provide regarding your job knowledge, skills and abilities is vital for job consideration. While the Employment Information Center is here to make sure you can apply to



jobs successfully, unfortunately we cannot provide you with specific advice on how to write your resume.

Please visit the following links to gather more information on how write an effective resume:

To check the qualification standards for each job series to to
<http://www.opm.gov/qualifications/standards/indexes/num-ndx.asp>.

To get tips on resume writing and interviewing go to
<http://www.public.navy.mil/donhr/Employment/CivJobOpps/Pages/AllAboutYou.aspx>

Uploading Documents Questions

Q: I heard that I no longer have to submit my SF-50 or other supporting documents at time of application. Is this true?

A: In response to applicant and union feedback, the Department of the Navy will no longer require supporting documents at time of application effective 2 July 2012 for merit promotion vacancy announcements. Supporting documents will still be required for delegated examining and external recruitment where the area of consideration is "Any U.S. Citizen" or "Any qualified applicant". Applicants are still encouraged to submit them at time of application to streamline the application review process. Resumes and answers to assessment questionnaires will still be required for all vacancy announcements.

Q: Can I still attach a SF-50 and other supporting documents for merit promotion vacancy announcements?

A: Yes, please do so. We highly encourage current and past employees to submit and attach their SF-50. This allows us to verify your eligibility and qualifications and expedites the job offer process should you be selected. If you don't attach it, you won't be made ineligible for failure to submit required documents unless the vacancy is open to "Any U.S. Citizen or "Any qualified applicant."

Q: What SF-50 should I submit or upload into USAJOBS?

A: Any current SF-50 will be acceptable, however the best SF-50 is one that includes you most up-to-date salary information and position information.

Q: What happens if I don't submit an SF-50 for a vacancy announcement?

A: We encourage applicants to submit supporting documents at time of application, however you will not be marked ineligible if you fail to submit them unless we are



unable to identify from your resume information that you are or have been a current federal employee.

Q: How do I know what documents are required to submit for a vacancy announcement?

A: When reading a vacancy announcement, make sure to review the “How to Apply” and “Required Document” section. A complete application package normally includes:

1. Your resume showing relevant experience
2. A complete Occupational Assessment Questionnaire
3. Additional Documents as applicable, such as SF-50, DD-214, transcripts, etc., (see the **Required Documents** section of the announcement). Remember, effective 2 July 2012, additional supporting documents will no longer be required at time of submission for most vacancy announcements.

Q: Where can I get a copy of my SF-50?

A: DoD employees can obtain a copy of their SF-50s from MY Biz at <https://compo.dcpds.cpms.osd.mil/>. For employees outside of DoD, SF-50s can be obtained from whatever automated system the particular Agencies uses. If unable to access MY Biz or other agencies systems, employees can contact their HRO or their administrative office for assistance. Previous federal employees can request a copy of your SF-50 from the National Archives website. A link to the site is available here: <http://www.archives.gov/fed-employees>.

Q: How do I know if my uploaded documents have been attached and received for the vacancy announcement?

A: You can check the status of your documents from your USAJOBS Account. Log in and select “Application Status”. Locate the vacancy announcement you wish to view and click on “more information” under the status column. This will bring you into your Application Manager account. Click the vacancy you wish to view and then select the “Details” button and view the “Documents Section” to view the status of your documents. You have until the announcement closes to attach your documents.

Q: Do I have to submit all the documents the vacancy announcement identifies, even if they don’t apply to me?

A: No. Some documents might be listed for the vacancy announcement and not apply to you, for example, veterans documents. If you are not a military veteran then you won’t have veterans documents to attach. However, these will still be listed under the details page for the vacancy in Application Manager and it will indicate that



you have not submitted them. That's ok. You won't be marked ineligible for lack of submission, unless the vacancy requires it to support your eligibility.

Q: Where can I get copies of my Military Service Records?

A: Use the sites below to request copies of your records. If you are a veteran with service records from WWI to Present go to <http://www.archives.gov/veterans/military-service-records/get-service-records.html>. If you are a Veteran with pre-WWI service records go to <http://www.archives.gov/veterans/military-service-records/pre-ww-1-records.html>

Q: I submitted the wrong supporting documents, what should I do?

A: Unfortunately, it is not possible to delete documents you have submitted to a specific vacancy announcement, but you can add new supporting documents provided the announcement is still open. If you submit multiple copies of a document in your application don't worry, recruiters can tell which ones are most recent by the date/time stamp, and will use the most recent versions to evaluate your application. To add new documents to an existing application package go to "Application Status" in USAJOBS and select "more information" for the vacancy you want to update. This will take you to Application Manager, and the specific details for that vacancy. Click the "Add Documents" button to upload additional documents.

Q: How many supporting documents can I pre-load in my USAJOBS account?

A: You can upload and store up to 10 supporting documents in your USAJOBS account profile. For announcements open to the general public (Any U.S. Citizen), the Department of the Navy will require you to submit documents such as DD-214, Certificate of Release or Discharge from Active Duty (for the military service members), or school transcripts just to name a few. Storing all commonly required job application documents in USAJOBS means you don't have to scramble at the last minute to meet the job application deadline. Be sure to review each announcement for information regarding required documentation.

Q: All my supporting documents are saved in my USA Jobs profile, why did I receive a notification that I am missing forms?

A: This may have happened because you did not select and attach to the vacancy announcement the uploaded documents when you applied. When applying, the USAJOBS system does not automatically select the correct documents from your USAJOBS account, you must select and attach them when prompted.

Q: I'm still not able to upload my supporting documents and the vacancy is closing soon. What do I do?

A: You always have the option to submit them via fax. Any faxed documents must be accompanied by a United States Government Application Cover Page, available



here: <http://staffing.opm.gov/pdf/usascover.pdf>. The fax number is (478)757-3144 and is open to receive faxes 24 hours a day. Please allow up to 48 business hours for faxed documents to be processed.

Applicant Status Questions

Q: Will I receive any notification regarding the status of my application (e.g., qualified or not qualified) or will I have to check the system?

A: There are two ways to obtain status. First, applicants can opt to receive emails for status notifications and/or they can log into their USAJOBS for confirmation and status. To set your email notifications log into USAJOBS, go to profile and select Account Information.

Q: How do I check application status?

A: You can check the status of your applications easily by logging into USAJOBS and accessing the "Application Status" section of your account. Select "more information" to obtain even more detailed status and access notifications for each specific vacancy.

Q: What information is stored in the USAJOBS application status and how long is the application status history visible?

A: The "Application Status" section will store information about the Job Opportunity Announcement (JOA), the date applied and the application status. The "more information" link provides details of the application status. This displays the Details section of Application Manager where applicants can view, print and update their information. This information remains available for 18 months.

Q: Why does it say "Incomplete Application" under Application Status on USAJOBS?

A: This means you have not completed one of the required steps; resume submission or assessment. Click on "more information". This will take you into your "Application Manager" account. Select the details button and view the "Assessments Section". Ensure that it reads complete. Then proceed to view the "Documents Section" ensure that it reads processed for your resume. If you need to complete or submit anyone of these two documents, select the "Complete Application Package" button at the top of the page.

Q: What do all those status codes mean? I'm so confused.



A: When your resume is reviewed, the system or a human resource professional will identify a code to indicate if you are qualified for the vacancy, if you were forwarded to the hiring manager for selection consideration or if you are ineligible. If you are ineligible, a specific reason will be identified for your ineligibility. These are indicated through status codes in our system and are also identified within the text of the email notifications you receive. To view a specific list of status codes and their meanings, please go to [Notification Status Codes and Explanations](#).

Q: Why do I receive more than one email notification for a vacancy?

A: If the vacancy is for multiple grades or if applicants considered are from multiple hiring avenues (e.g., Current Federal or Veteran), you will receive a letter for each of these. Unfortunately, this is a system feature and we are not able to combine information in one email notification at this time. Please review your letters closely for the information on your consideration. If you are a current federal employee you may receive a letter that identifies you were not considered as a veteran or vice versa.

Getting Help

Q: Where do I go if I need assistance while on USAJOBS or Application Manager?

A: For assistance using USAJOBS:

1. Go to the USAJOBS website: <http://www.USAJOBS.opm.gov>
2. Click on the 'Info Center' link at the top of the page.
3. Select the topic you wish to review. The site includes tutorials and FAQs on all aspects of using USAJOBS and tips for applying for jobs.

For Application Manager:

1. Go to the Application Manager website: <https://applicationmanager.gov/>
2. Click on the 'Help' link at the top of the page.
3. You can take a 'Guided Tour' or select a topic from the menu to review.

Q: Where can I send questions related to applying to DON jobs?

A: DON has a central email address where you can forward questions regarding the application process.. Please send any questions to DONEIC@navy.mil.



Notification Status Codes and Explanations

Code	Meaning	Explanation
IAOC	Outside Area of Consideration	Outside the Area of Consideration means that you were not within one the "Hiring Categories" required to be eligible for this position. You can find out who was eligible to apply in the "Who May Be Considered" section of any job announcement. Your resume or questionnaire did not reflect one of the common hiring categories. When filling out your Occupational Questionnaire be sure you have selected all hiring category(s) that you are eligible for.
IC	Lacks Training and Education Requirements	This code means that you lacked the training and/or education required for the position. These requirements are typically outlined in the "Qualifications" section of each job announcement.
ICRT	Lacks Certification Requirement	This code means that you lacked the Certification Requirement needed to be found qualified for the position. These requirements are typically outlined in the "Qualifications" section of each job announcement. Applicants for positions in some occupational series codes must meet certification, license, or registration requirements in addition to meeting experience and/or educational requirements. Within your resume, make sure to include all levels of certification, not just the highest level achieved.
IEMA	Exceed Maximum Age Limit	Your resume reflects that you exceed the maximum entry age restrictions established for this position by United States Code for certain law enforcement, firefighter, air traffic controller and other similar occupations.
IFM	Missing Required Forms	This means that your application was missing one or more key elements as outlined in the job announcement. According to the "How to Apply" section of the announcement, you are required to submit a complete application package which includes any and all supporting documentation. Be sure to review each announcement carefully to see if it requests specific documentation.
ILED	Lacks Education Requirement	This means your application and/or transcripts did not reflect that you possess the minimum education requirements set forth for this position. The "Qualifications" section of the announcement should contain information regarding the specific educational requirements.
ILSE	Lacks Specialized Experience	This code means that your application package did not indicate that you possessed the Specialized Experience required to qualify for the position. The recruiter came to this conclusion based on the content of your resume and answers to your Occupational Questionnaire. Specialized experience



		equips the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least 1 year of appropriate specialized experience at the next lower grade level in the normal line of progression for the occupation in the organization. For an overview of the specialized experience required for each specific vacancy, refer to the "Qualifications" section of the job announcement.
ILXO	Lacks Screen-Out Element	This code identifies that your application package did not indicate that you possess the required screen-out qualifications. Screen-out elements are the critical knowledge, skills, and abilities that are essential for satisfactory job performance. Each wage grade job possesses at least one screen-out element. Your resume must reflect that your background and experience indicates that you possess these screen-out element(s). Refer to the "Qualifications" section of the job announcement for the identified screen-out elements for this position.
INDB	No Date of Birth	This status means that your application was not rated for the position because you did not provide your date of birth as required in the vacancy announcement. For most jobs, age is not a factor in determining eligibility for Federal employment, however, for certain law enforcement, firefighter, air traffic controller, and other positions there is an actual maximum age limitation set. Your date of birth is used to determine whether you meet these requirements.
INUS	Not a US Citizen	This code means that your resume did not reflect that you are a US Citizen or National and that the vacancy announcement was open to candidates who were U.S. Citizens. Most positions within the federal civil service are restricted to individuals who are citizens or a national of United States.
ISPF	Selective Placement Factor	This status code means "you were rated not qualified for this position because your application does not show that you meet the selective placement factor required for this position." Selective placement factors are specific qualifications that are required at entry because without such qualifications a person cannot successfully perform the position. These qualifications can include requirements ranging from specific knowledge, skills and abilities, or Federal or State requirements for licensure or certification.
ITIG	Lacks Time-In-Grade	Generally, GS employees are required to serve a minimum amount of time in their current grade and generally in the series in order to be eligible for promotion to the next higher grade. Time-in-grade requirements are intended to prevent excessively rapid promotions in the General Schedule. Your resume did not reflect that you have served the minimum amount of time required at the next lower level to be eligible for this grade.



USAJOBS - FAQs

NBQ	Not Among Best Qualified	This status means that your application was reviewed, but you were found "Not Among the Best Qualified." This conclusion is based on the information within your resume and answers to your Occupational Assessment Questionnaire.
NRCD	Received After Closing Date	This means that your application package was "Received After the Closing Date." This is based on the time-stamp posted when we received your application package. In order to be considered, your job application must be received by midnight Eastern Standard Time on the closing date.
IVLA	Not Rated due to Volume of Qualified Applications	This status code means that your application was received for the vacancy however there were a high number of more qualified candidates and your application was not within reach for consideration for the selecting official.
NRSV ISV	Large Number of Best Qualified Vets	This means that your resume was received for the position; however there were a large number of Best Qualified candidates with veterans preference. By law, applicants with veterans preference are entitled to initial selection consideration for this position.